

Pass Flash Ltd trading as Pass Faster
TERMS AND CONDITIONS

Our contact details

Name: Pass Flash LTD trading as Pass Faster

Phone Number: 0333 577 2411

Email Address: info@passfaster.co.uk

DEPOSITS

Please note that all payments must be made upfront before the course can begin. The deposit is to be made directly on the website and the remaining amount must go direct to the instructor before lessons can be booked in

Deposits are non-refundable unless

1. We cannot fulfill your course within your area

Deposits will be retained or course can be put on hold if:

1. The student is struggling to pass the theory test and needs extra time.
2. The theory or practical tests have been booked
3. An instructor has been assigned
4. If the student cannot afford to make the final payments
5. We need to be made aware of any issues regarding your instructor within 3 months so that we can resolve any problems you may have had or any delays that may have been caused. If we do not receive correspondence from you within this time period you will forfeit your deposit. You may however be able request a refund of £62 for the test fee. If you have in that time period found your own instructor you may also request that we use your test fee to find you a test

DRIVING LESSONS

1. You must hold a valid UK provisional driving licence and present it to your driving instructor at the start of your first lesson. In making this booking, you confirm that you hold, or are eligible for, a valid provisional driving licence. You must bring your licence with you to all your lessons and tests. Failure to do so will result in the lesson and/or test being cancelled without a refund.

2. You have six months after booking the course to start your lessons, unless agreed otherwise between you and Pass Faster. If an agreement is not made and your driving lessons have not started within this six-month period, your deposit will be non-refundable.
3. Any arrangements for the driving lessons, including the start time and start location, shall be agreed between you and the driving instructor directly.
4. It is your responsibility to be on time for your lessons. As the driving instructor may have other lessons to deliver, the lessons will not be extended to compensate for you arriving late.
5. If you do not turn up for a lesson the driving instructor will be entitled to keep the full tuition fee of the missed lesson.
6. If you wish to cancel or change a lesson you must do so with at least 24 hrs notice or the driving instructor reserves the right to retain the fee for the lesson booked.
7. If there are any issues with your driving lessons we must be made aware of these before you sit your practical test, if we are made aware then we will do our best to alter your driving test date and if we need to assign a different instructor. We will not be able to resolve anything once you have sat your driving test.

DRIVING TESTS

1. All practical driving tests are booked by Pass Faster on the DVSA system, if the test is changed by the student themselves then Pass Faster will hold no responsibility for any problems that occur with the driving instructor.
2. On some occasions DVSA reserves the right to alter your driving test, this can be dependent on examiners no longer being available for certain dates/times. They can do this well before the test all the way up to the day of the test, unfortunately if this does happen Pass Faster again hold no responsibility and dates of lessons may need to be altered to suit the new date that has been given by DVSA.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@passfaster.co.uk